Pediatric Immunization and Well Visit Outreach Guidance

June 10, 2020

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Purpose
To provide guidance on pediatric well visits and immunization outreach during and after the COVID-19 pandemic.

Pediatric Well Visits
- Due to the challenges of conducting all the components of a well-care visit via telemedicine, the American Academy of Pediatrics (AAP), as of 5/8/2020, supports scheduling children of all ages for well child visits
- The CDC is encouraging health care providers to bring children up to date with their vaccinations as quickly as possible.
- Strategies to separate well-visits from sick-visits must be enforced. Where separate sites for well and sick visits are not possible, consider "well-morning" and "sick-afternoon" hours for your clinic site.
- Provide general pediatric care according to the in-office protocol
  - All "well child" visits should be conducted in person. Ensure appropriate screening protocols are in place to ensure they do not have COVID-19 risk symptoms, such cough, fever, vomiting, or diarrhea, patients should be screened prior to their visit, preferably by telephone.

Guidance on Prioritization of Pediatric Well Visits and Immunization Catch Up
All children due or overdue for well-child visits should be prioritized. Well child visits are an excellent opportunity to also address past due immunizations. Start with children under 2, and then continue to bring in children of all ages
  - Run well child registries from EMR
  - Use canceled or rescheduled lists from EMR (for the last 3 months)
  - Where available, obtain gaps in care lists from payers or state immunization registries
*Note: when conducting outreach, ask parent/guardian if the child has any siblings who are also due/overdue for a visit.

Additional Notes for Clinics and In-Person Visits:
- Cleaning rooms
  - Clean rooms per MercyOne guidance and regional protocol after every patient.
- Masks and infection control
  - Follow PPE Guidance for COVID-19 Free Zones:

<table>
<thead>
<tr>
<th>Role</th>
<th>Required PPE for COVID Free Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colleague (greeter/screener)</td>
<td>Procedural mask</td>
</tr>
<tr>
<td>Reception</td>
<td>Procedural mask</td>
</tr>
<tr>
<td>Medical Assistant (Rooming, no direct care)</td>
<td>Procedural mask</td>
</tr>
<tr>
<td>Nurse (no direct care, triage)</td>
<td>Procedural mask</td>
</tr>
<tr>
<td>Nurse or Medical Assistant (patient care)</td>
<td>Procedural mask (other PPE as indicated by standard precautions)</td>
</tr>
<tr>
<td>Provider (evaluating patients)</td>
<td>Procedural mask (other PPE as indicated by standard precautions)</td>
</tr>
<tr>
<td>Patient &amp; Persons Accompanying Patient</td>
<td>Patient and persons accompanying patients must wear a mask. IF they do not have one, a cloth mask will be provided. Note: If unable to safely wear a</td>
</tr>
</tbody>
</table>
mask due to a medical condition, the patient/persons should be requested to consult with the clinical staff prior to arrival.

Example of Operationalizing Guidance
1. Identify individuals responsible for running outreach lists. Lists include:
   a. Patients with well-child and immunization visits that were canceled
   b. Patients who are due for immunization from the State Immunization Registry
   c. Patients who are due within the next month for immunizations from the State Immunization Registry
   d. Patients who are due within the next month for a well-child exam
2. Identify individuals responsible for conducting outreach
3. Provide outreach scripts and scheduling guidance (See example below)

Pediatric Immunization and Well-Child Visit Outreach Script
“Good morning/afternoon/evening,

This is [NAME OF CALLER] from Dr. [LAST NAME’S] office. I would like to confirm if I am speaking to the parent or legal guardian of [PATIENT NAME].

We are happy to share that we are open and safely resuming all preventative care, including immunization and well-child exams. I'm calling today because we would like to [SCHEDULE/RESCHEDULE] an immunization/well-child visit for [PATIENT NAME]. Thanks so much for your patience!”

Note: depending on the purpose of the call, please find the appropriate scripting below:
   • If the patient missed a well-child and/or immunization visit:
     “According to our records, we had to cancel a previous appointment due to Coronavirus restrictions, so I am calling to reschedule that appointment.”

   • If the patient is due for a well-child and/or immunization visit in the next month:
     “According to our records, [PATIENT NAME] is due for a well-child visit within the next month so I am calling to schedule that appointment.”

** Resume scripting for all patients: **

If applicable: I see [PATIENT NAME]’s brother/sister is also due for a visit. Would you like to schedule both children for their visit at the same time?

“Before I set up your visit, I want to reassure you that we take patient safety and the safety of our staff seriously.

MercyOne [PRACTICE NAME] is maintaining a safe environment for our patients with the following precautions:
   • We’ve designated COVID-Free Zones to separate confirmed COVID-19 patients from others at all of our facilities.
   • All staff, patients over the age of two, and all persons accompanying the patient are required to wear a mask, so please come to any in-person appointments wearing a mask.
• We are following the CDC’s standards for cleaning - with increased frequency of cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.

• We have mandatory temperature screenings for everyone upon entrance to our offices.

Let's get you scheduled for an appointment to see [DR. NAME].

Thank you very much. I will email/mail you instructions to follow prior to your appointment.

*If applicable to your practice:* For your awareness, we have implemented a 'parking lot waiting room', which means you and [PATIENT NAME] will wait in your car until you’re contacted to enter the office. Once you are contacted and screened at the door, a staff member will walk you directly to your exam room.

Before I hang up, let's make sure I have your correct contact information. With the current coronavirus environment, we would like to find ways to communicate with you electronically. Would it be okay if we reached out to you via email and/or text message from time to time? Our purpose is to maintain lines of communication to keep you healthy and to ensure you are receiving the best care possible.

**IF YES:** What is the best email address for us to reach you?

**IF NO:** No problem. Is this phone number the best number to reach you?

We understand that some people prefer text messages. Would you like to receive text messages? (Please note that data rates based on your phone plan may apply.)

**IF YES:** Could you please confirm the cell phone number where we can text you?

**IF NO:** No problem. Thanks very much for confirming your preferred contact information.

Great. Thank you for your time. I have you scheduled for [INSERT APPT INFO]. We look forward to seeing you! Good bye.